GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:230
ANSWERED ON:02.03.2005
TELEPHONE ADALATS IN GUJARAT
Rana Shri Kashi Ram;Thummar Shri Virjibhai

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the dates on which telephone adalats were organised in each district of Gujarat during the last two years;

(b) the number of cases received and disposed of in these adalats during the said period, district-wise;

(c) the details of the reliefs provided to telephone subscribers and the rules prescribed to organise telephone adalats;

(d) whether these rules are being complied with; and

(e) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) Details are given in Annexure-I

(c) Details are given in Annexure-I and Annexure-II.

(d) Periodicity of holding telephone adalat is being generally observed.

(e) Details are given in Annexure-I and Annexure-II.

ANNEXURE-I

GUJARAT TELECOM CIRCLE

From 1-1-2003 To 31-12-2003

SL.NO.	SSA	DATE OF T/A	CASES RECE-IVED.	CASES SETT-LED	PEN- DING PEND-ENCY	REASON FOR	REBATE GIVEN (Rs.)
1	Ahmedabad	23-01-03	8	8	00		11384/-
		18-02-03	13	13	00		5650/-
		13-03-03	15	15	00		4010/-
		28-03-03	17	17	00		8280/-
		20-05-03	29	29	00		19684/-
		20-05-03	11	11	00		7101/-
		17-07-03	28	28	00		41364/-
		24-07-03	18	18	00		5435/-
		16-09-03	05	05	00		-
		23-09-03	32	32	00		15642/-
		23-09-03	28	28	00		28989/-
		25-11-03	48	48	00		27623/-
		09-12-03	21	21	00		3656/-
2	Amreli	03-01-03	8	8	00		20394/-

25-03-03 7 7 00 -
30-05-03 8 8 00 5471/-
28-08-03 9 9 00 -
16-10-03 10 10 00 -
28-11-03 3 3 00 2488/-

3 Bharuch 13-03-03 1 1 00 -
27-03-03 1 1 00 -
20-05-03 0 0 00 -
17-07-03 0 0 00 -
18-09-03 2 2 00 -
28-11-03 1 1 00 720/-

4 Bhavnagar 09-01-03 4 4 00 -
27-03-03 10 10 00 -
28-05-03 7 7 00 -
31-07-03 3 3 00 -
24-09-03 6 6 00 -
25-11-03 4 4 00 13206/-
5 Bhuj 12-03-03 13 13 00 21337/-
04-07-03 11 11 00 4652/-
21-08-03 13 13 00 4978/-
16-10-03 14 14 00 -
23-12-03 23 23 00 7588/-

6 Godhra 28-01-03 2 2 00 -
25-03-03 4 4 00 -
27-05-03 3 3 00 2587/-
22-07-03 9 9 00 -
23-09-03 30 30 00 -
28-11-03 12 12 00 -
7 Himatnagar 26-02-03 11 11 00 -
09-05-03 15 15 00 -
09-07-03 4 4 00 -
27-11-03 3 3 00 -
22-12-03 4 4 00 -

8 Jamnagar 29-01-03 11 11 00 12038/-
10-03-03 4 4 00 3537/-
11-03-03 9 9 00 7847/-
29-05-03 3 3 00 2494/-
09-06-03 0 0 00 -
21-10-03 5 5 00 9587/-

9 Junagadh 31-01-03 16 16 00 -
28-03-03 14 14 00 -
29-05-03 10 10 00 3400 Calls
25-07-03 12 12 00 -
30-10-03 12 12 00 -

10 Mehsana 04-02-03 4 4 00 -
11-03-03 6 6 00 -
05-06-03 8 8 00 -
28-07-03 3 ` 00 -
26-09-03 9 9 00 -
28-11-03 4 4 00 -

11 Nadiad 20-01-03 13 13 00 -
13-03-03 14 14 00 2347/-
28-05-03 10 10 00 -
22-07-03 7 7 00 -
26-09-03 33 33 00 -
28-11-03 19 19 00

12 Palanpur 24-02-03 5 5 00 -
23-05-03 I I 00 -
29-08-03 9 9 00 -

13 Rajkot 17-04-03 5 5 00 -
18-04-03 2 2 00 -
11-06-03 2 2 00 466/-
20-06-03 6 6 00 -
05-12-03 10 10 00 -

14 Surat 17-04-03 4 4 01 1203/-
23-05-03 12 12 00 11918/-
3-10-03 6 6 00 4268/-
3-10-03 8 8 00 -
05-12-03 6 6 00 -

15 Surendranagar 28-01-03 1 3 00 -
23-04-03 2 2 00 -
30-08-03 0 0 00 -

16 Vadodara 25-01-03 27 16 11 -
29-03-03 7 7 00 -
12-06-03 9 9 00 -
27-09-03 6 6 00 -
06-12-03 6 6 00 -

17 Valsad 25-02-03 30 30 00 -
29-07-03 43 43 00 2336/-
02-12-03 66 66 00 8510/-

Total 94 1029 1017 12 328790/-
3400 calls

SL.NO. SSA DATE OF T/A CASES CASES PEN- REASON REBATE
RECE- SETT- DING FOR GIVEN
IVED. LED PEND- (Rs.)
ENCY

1 Ahmedabad 27.1.04 08 08 00 -
5.02.04 15 15 00 6136/-
17.3.04 07 07 00 840/-
20.3.04 14 14 00 2444/-
20.5.04 19 19 00 82820/-
3.06.04 15 15 00 7654/-
23.7.04 24 24 00 5632/-
29.7.04 04 04 00 1416/-
25.8.04 18 18 00 -
24.9.04 08 08 00 3750/-
28.9.04 10 09 01 -
25.10.04 08 03 05 -
25.11.04 01 01 00 -
27.11.04 14 12 02 1587/-
29.11.04 14 14 00 7583/-

2 Amreli 05.02.04 10 10 00 -
25.03.04 14 14 00 1750
25.06.04 00 00 00 Calls
31.7.04 02 02 00 -
30.9.04 07 07 00 -
29.11.04 04 04 00 -

3 Bharuch 11.2.04 00 00 00 -
26.3.04 00 00 00 -
3.6.04 00 00 00 -
22.7.04 00 00 00 -
23.9.04 01 01 00 6052/-
25.11.04 00 00 00 -

4 Bhavnagar 29.1.04 04 04 00 -
26.3.04 13 13 00 -
29.7.04 06 06 00 -
28.9.04 04 04 00 -
29.11.04 09 09 00 897/-

5 Bhuj 20.2.04 15 15 00 10458/-
24.3.04 07 07 00 -
24.6.04 11 11 00 2049/-
25.8.04 15 15 00 -
28.9.04 10 10 00 -
8.11.04 06 06 00 1636/-

6 Godhra 29.1.04 02 02 00 -
16.3.04 20 20 00 -
20.5.04 04 04 00 668/-
22.7.04 04 04 00 -
21.9.04 11 11 00
23.11.04 14 14 00 -
16.12.04 05 05 00 -

7 Himatnagar 5.02.04 07 07 00
23.3.04 08 08 00
18.5.04 01 01 00
9.07.04 01 01 00
26.8.04 01 01 00
30.12.04 03 03 00 6100
Calls

8 Jamnagar 25.2.04 05 05 00 -
27.2.04 06 06 00 2803/-
30.3.04 00 00 00 648/-
12.10.04 02 02 00 6000/-
25.10.04 01 01 00 -

9 Junagadh 10.2.04 07 07 00 -
30.3.04 03 03 00 1400 calls
4.06.04 09 09 00 1051/-
26.8.04 10 10 00 -
29.10.04 04 04 00 -

10 Mehsana 10.02.04 09 09 00 -
25.3.04 11 11 00 -
28.5.04 03 03 00 -
30.7.04 02 02 00 -
28.9.04 08 08 00 -
10.12.04 06 06 00 -

11 Nadiad 09.2.04 22 22 00 -
29.3.04 24 24 00 -
27.5.04 09 09 00 -
29.7.04 12 12 00 -
28.9.04 10 10 00 -
27.11.04 10 10 00 -

12 Palanpur 25.3.04 00 00 00 -
3.07.04 05 05 00 -
14.9.04 56 56 00 -
30.10.04 18 18 00 -

13 Rajkot 24.1.04 02 02 00 -
11.5.04 15 15 00 -
29.5.04 03 03 00 -
24.9.04 11 11 00 100/-
28.10.04 03 03 00 600/-

14	Surat	11.2.04	03 03 00	-
		28.5.04	01 01 00	-
		30.7.04	07 07 00	-
		29.9.04	07 07 00	880/-
		22.12.04	03 03 00	-
15	Surendranagar	15.6.04	07 07 00	2545/-
		29.9.04	07 07 00	-
		29.10.04	05 05 00	-
		31.12.04	03 03 00	-
16	Vadodara	27.2.04	12 12 00	-
		20.3.04	01 01 00	-
		17.6.04	01 01 00	-
		19.8.04	20 20 00	-
		6.12.04	12 12 00	-
17	Valsad	25.6.04	25 25 00	9397/-
		20.9.04	25 25 00	8654/-
		2.12.04	37 37 00	-
Total		99	860 852 08	174300/-
		9250		
		Calls		

Annexure-II

No. 12-1/2001-(PG)
Bharat Sanchar Nigam Limited
(A Government of India Enterprise)
10th floor, Chandralok Building
Janpath, New Delhi-I 10001

Dated: 22.06.2001

To

All Heads of Telecom Circles and Districts

Sub: Holding of Telephone Adalats.

References: 18-1/87-PG&I dated 11-6-87
18-1/87-PG&I dated 8-2-88
18-1/87-PG&1 dated 17-9-89
18-1/87-PG&J dated 22-5-92
18-1/87-PG&J dated Oct, 96
2-2/2000 PEG (PG) dated 16-12-2001
2-2/2000-PG dated 9-2-2001
12-1/2001-PG) dated 20-3-2001

In order to bring Department and aggrieved Customer face to face and settle the customer`s problems on an appointed date, it was decided to form Telephone Adalats in Telecom Circles and Districts as an internal arrangement of the depaltments.

Scope

The scope of Telephone Adalat as per the earlier orders was to cover all problems relating to telephone services such as excess billing complaints, service complaints. non provision/delayed provision of telephone connections etc. Now the scope of Telephone Adalats shall cover all Telecom Services provided and billed by the respective Telecom Circles/Districts. Adalat headed by CGMs can also consider the cases of appeals against the decisions of the Adalat chaired by SSA head and the cases which are not

individual and/or having a repercussion in whole of the Circle. The appeal shall be based on the facts presented betore the SSA Adalat. Adalat headed by SSA heads can also consider cases of excess billing which have been rejected by them as Administrative heads. Cases more than three months old only be considered by Adalats.

Jurisdiction and Venue:

The Jurisdiction of Telephone Adalats conducted by CGM shall be his Telecom Circle/District. The jurisdiction of the Telephone Adalat conducted by SSA head shall be his SSA.

Committee:

Following will be the Constitution of the Committee.

(i) Adalat headed by CGM

(a) CGM of Telecom Circle/Districts - Chairman
(b) Financial Advisor of Circle/District - Member
(c) Engineering Ofticer next to CGM in Circle Office - Member
(d) SRDDG/DDGs nominated - One

(ii) List of nominee from BSNL headqualter is mentioned in Annexure-I.

Frequency Date and Time:

CGMs are to hold Adalats once in three months and SSA heads are to hold Adalats once in two months. The Adalats should be conducted at regular interval. The date and time can be decided by the Chairman of the Adalats. In case of Metro Districts CGM can hold Adalat once in three months and Area GMs may hold the Adalat once in two months. [n case of SSAs where more than on CGM is holding independent charge, then all such independent GMs will hold independent Adalats tor their area once in two months.

Publicitv:

The information of holding Adalats by COM and SSA head may be given wide publicity through local News Paper and Electronic Media. Concerned MP and MLAs may be intimated in advance. A gap of atleast 30 days should be provided between the date of publication and date of Adalat. Last date to receipt of applications may be 15 days before the date of Adalat.

Decision Making:

The decision of the Adalat should be in speaking order. The Adalat conducted by COM shall evaluate the quality of Adalat conducted by his subordinates.

Record Keeping:

The consolidated information about number of cases settled, amount of rebate given and other relevant information pertaining to whole Circle may be maintained in the Circle Office. This information may be kept in the Circle web site so that customers or BSNL headquarter can have access and the credibility of Telecom Circle/District is improved. After each Circle level Adalat, the representative from BSNL HQ attending the Adalat shall give a brief (one paragraph) report through his Sr. DDO/DDO to Sr. DDO (PO) who shall maintain a record in his unit.

Sd/-
Sr. DDG (PC)
22.6.2001